

SERVICE LEVELS

Choose the level of service that's right for you

Whether you need project management, business analysis, data analysis, quality assurance or any combination of these services, we have a service level that fits.

1. Consultation

A limited term consulting engagement generally consists of a part time, multi-week effort where you work closely with a project manager, business analyst, data analyst or QA specialist to assess your situation, problem or need. Possible outcomes include written recommendations, plans or documentation, training, and/or a short-term engagement on your project.

How we can help

- Bring focus to a project (or project team) that has gone off track or fallen behind schedule
- Help implement best practices within your project team(s)
- Introduce your team to PMO resources and how to use them
- Provide Agile Scrum training for your team(s)
- Work with a Quality Assurance Specialist to build and execute quality assurance test plans
- Train department resources in BA/QA Best Practices

2. 360° Support (On-Site Project Management – FULL)

360 Support is intended for large, complex projects with a significant impact to the campus. Typically, these projects have an expected duration of 6 to 24 months, multiple stakeholders, cross-departmental and/or vendor involvement.

How we can help

- Assign a Project Manager, Business Analyst, Data Analyst, and/or QA Specialist exclusively to your project
- Conduct active risk management
- Analyze business needs and develop solutions
- Develop and maintain planning, design, or testing documentation through all project phases
- Manage stakeholder communication
- Schedule/facilitate all team meetings
- Maintain project budget
- Regular project status reports

3. Part Time (On-Site Project Management – MEDIUM)

Part Time is appropriate for small- to medium-sized projects (approximately 1-6 months), few stakeholders, and is likely contained within a single department and medium impact to campus. Part Time is intended to provide project structure but has considerably less overhead than 360. PMO staff may provide many of the 360 support services described above, but will split their time between your project and other projects as assigned.

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How we can help

- Assign a Project Manager, Business Analyst and/or QA Specialist to support your project up to 50% time.
- Conduct active risk management
- High level project documentation through necessary phases
- Project plan updated periodically
- Schedule/facilitate all team meetings
- Regular project status reports

4. Limited/Coordination (On-Site Project Management – LITE)

Limited/Coordination is designed for simple, one- to two-person efforts with a duration of 2-4 weeks that focuses on internal systems or process improvements.

How we can help

- Assign a Project Manager, Business Analyst and/or QA Specialist to support your project for up to 25% time.
- PMO staff will provide support as agreed for up to 4 weeks.
- Conduct active risk management
- Project Coordination document
- Schedule/facilitate all team meetings
- Regular project summary emails

5. Agile Scrum

Agile Scrum is an alternative to traditional project management. Agile Scrum can be applied to projects of various complexities and duration. Scrum is typically characterized by flexibility, self-organized teams, physical co-location or close online collaboration of all team members, and daily face-to-face communication among all team members and disciplines in the project. Use of this methodology requires a high level of engagement with a Product Owner, an individual that represents the stakeholders.

How we can help

- Assign a Scrum Master to facilitate the scrum process, chair key meetings, and remove impediments to project progress.
- Work as part of the development team to ensure the Scrum processes are used and provide training as needed.